

Professional and Managerial Branch  
Planning Group  
Community Development Series

RELOCATION OFFICER

07/99 (CDH)

### *Summary*

Under general supervision, plan and direct client relocation programs; perform client relocation functions.

### *Typical Duties*

Plan and coordinate functions of the relocation office and program execution. Involves: interpreting a variety of Federal Regulations, updating procedure statements, recommending policy changes, establishing and enforcing procedures to ensure compliance with grant and funding requirements; conducting on-site surveys, interviews, and data collection activities, meeting with affected property owners and renters either individually or collectively, explaining City plans, regulatory requirements and procedures, and allowable alternatives; analyzing and compiling survey and meeting results, providing raw and compiled information to program and grant management personnel, making recommendations and providing requested information on relocation costs for proposed and approved rental rehabilitation projects; developing specific data and information for use in executing and communicating client relocation actions; establishing procedures for auditing and evaluating client payments.

Operate client relocation programs and activities. Involves: making on-site visits, delivering information and formal notices to clients, explaining regulatory and eligibility requirements, available alternatives, referral and counseling opportunities, and required procedures; coordinating client use of other agencies and services, setting up interviews with representatives; assisting clients with relocation, transporting clients in purchase or rental housing searches, preparing papers for approved relocation payments, recording payments and delivering payments to clients, property owners or title companies as appropriate; translating documents and interpreting verbal explanations and inquiries; conducting follow-up interviews after relocation is complete to verify status of client and housing; performing routine functions of Housing Representative as required.

Control, audit, maintain records and operate assigned Federally funded budgets. Involves: keeping account balance ledgers, maintaining required logs, preparing required reports; maintaining supporting records, files and documentation in prescribed style and content; initiating requests for payments, entering payment requests and approved payments into accounting systems, monitoring expenditures for propriety, accuracy and budget status; prepare and operate office budget.

Supervise assigned non-supervisory clerical employees. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance; coaching and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; maintaining supervisor-subordinate harmony and resolving grievances; recommending personnel status, organization structure and job design changes; interviewing applicants.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operation, if delegated; providing designated support for projects or activities overseen by higher graded non-supervisory Division personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other position for training purposes under close supervision; logging activities, and preparing and submitting recurring or special status reports; keeping equipment and work area orderly, safe and clean.

### *Minimum Qualifications*

Training and Experience: Graduation from an accredited college or university with a Bachelor's degree in Sociology, Psychology, Public Administration or related field, plus one (1) year professional level social work experience involving counseling and advising clients; or an equivalent combination of training and experience.

### Knowledge, Abilities and Skills:

Comprehensive knowledge of Federal regulations and procedures for controlling use of relocation and rehabilitation funds; good knowledge of techniques for dealing with disadvantaged clients in stressful situations; some knowledge of accounting methods.

Ability to: communicate effectively in English and Spanish with client population, property owners and representatives of various welfare agencies, and civic groups; conduct information gathering interviews, analyze and compile demographic data and reports; interpret and follow Federal regulatory documents, and establish compliance procedures; maintain effective working relationships with fellow employees and City officials.

Skill in: Safe operation and care of: standard office equipment; motor vehicle.

*Physical Requirements:* Frequent driving through city traffic. Occasional: climbing stairs, walking over uneven surfaces; exposure to unsanitary housing conditions and difficult clients.

*Special Requirements:* Subject to call back, and working flexible hours, weekends, holidays, and extended hours as required. Ability to speak, read, write and understand Spanish language.

*Licenses and Certificates:* Texas Class "C" Driver's License or an equivalent license issued by another state.

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Director of Personnel

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Department Head